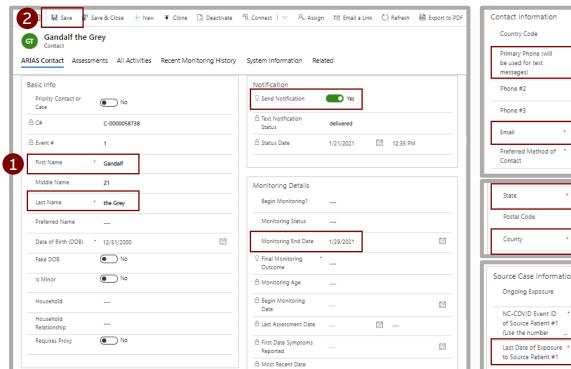
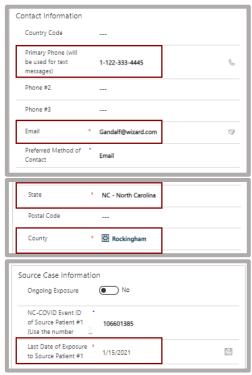


# **Automatic Digital Exposure Notification**

A digital exposure notification is an automatic text or email alert sent to all contacts that informs them of their exposure and provides them with recommended quarantine and testing dates. This micro-training covers the basics of digital exposure notifications for contacts, including: how to send a digital exposure notification, how to check notification status, and how to begin reviewing a notification. For more detailed information, please review the full job aid for Digital Exposure Notification.

# **Reviewing Key Information and Sending a Notification**





## **#1:** Review Key Information:

- First/Last Name, State, and County are mandatory fields for all contacts in CCTO.
- Last Date of Exposure to Source Patient #1 is required to create a notification, as it is used to
  calculate the quarantine and testing dates sent to your contact. The end-of-quarantine date sent to the
  contact will be 14 days from this exposure date unless you manually enter a different date in Monitoring
  End Date.
- Primary Phone or Email is required to send a notification. If both are available, the contact will be sent two notifications.

## #2: Save to Send a Notification Automatically:

- The **Send Notification?** toggle updates to "Yes" automatically when all required fields are complete. You do not need to touch this toggle, and turning it off will not prevent a notification from sending.
- Once all required fields are complete, save your work, and a notification will send automatically. For examples of what contacts receive, please see the full job aid for Digital Exposure Notification.

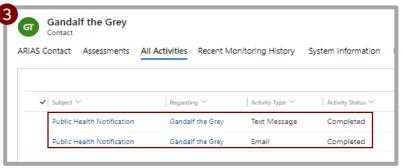
#### **REMINDERS ABOUT AUTOMATIC NOTIFICATIONS:**

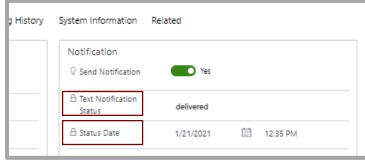
- Always review Monitoring End Date when you update required fields to send or re-send a notification, as
  this determines the end-of-quarantine date that is sent to the contact.
- Notifications send immediately upon saving if all criteria are met, regardless of time of day (for contacts flowing from NC COVID, this occurs when they enter CCTO between 8AM to 7PM). An auto-save, which can also send a notification, occurs after 30 seconds of inactivity. Check with your supervisor to see if this may affect your work hours. For information on re-sending notifications, see page 2 of the full job aid.

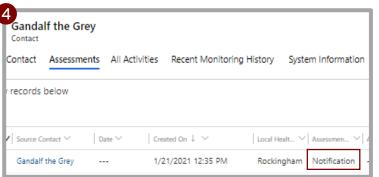


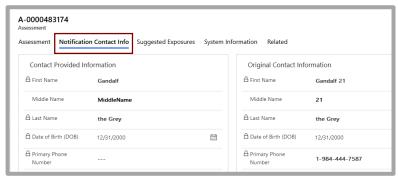
# **Automatic Digital Exposure Notification**

## **Checking Notification Status and Reviewing a Notification**









## **#3: Check Notification Status**

- You can confirm that a text and/or email was created by visiting the contact's All Activities Page.
- For notifications sent via text, you can also review whether this text was confirmed to be delivered or undelivered to a mobile phone number by reviewing the fields for Text Notification Status and Status Date. See below for status descriptions.

### #4: Review Notification

- If your contact has accessed their notification and provided information in the portal, the Last Assessment Date field will have been updated on the profile.
- This information can be found in the contact's Assessments Page under the entry marked "Notification."
  Within this entry, select the page for Notification Contact Info. This shows all information that your
  contact has submitted (which was automatically transferred onto their profile if they submitted a
  matching last name) against the original information entered in their profile. For more details about
  reviewing the information on this page, please see the full job aid for Digital Exposure Notification.

#### **TEXT NOTIFICATION STATUS DEFINITIONS:**

- · Delivered: Text successfully delivered.
- Sent: Text sent but delivery unknown as of timestamp in "Status Date."
- Queued, Sending, or Accepted: Text not yet sent as of timestamp in "Status Date."
- Undelivered or Failed: Text unsuccessful, likely due to landline number.
- Blank: No text created.

These fields will only update once; therefore, texts labeled as "Sent," "Sending," "Queued," or "Accepted" were not yet delivered at the time they were checked by the system (in **Status Date**) but likely were subsequently delivered.